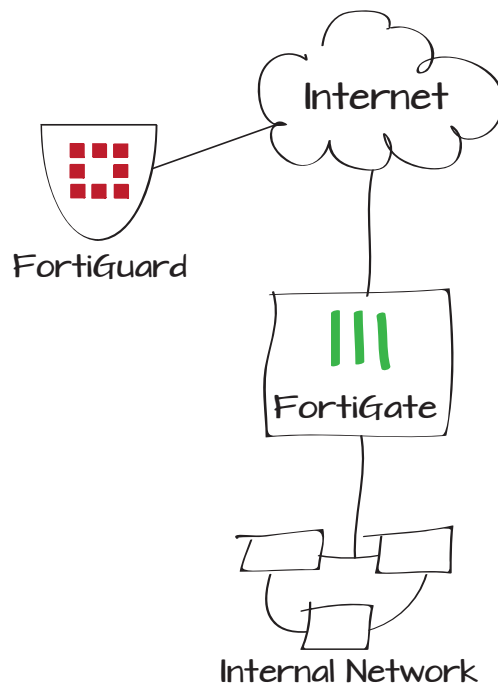


Setting up FortiGuard services


If you have purchased FortiGuard services and registered your FortiGate unit, the FortiGate should automatically connect to FortiGuard and display license information about your FortiGuard services. In this example, you will verify whether the FortiGate unit is communicating with the FortiGuard Distribution Network (FDN) by checking the License Information dashboard widget.


1. Verifying the connection
2. Troubleshooting communication errors
3. Results




1. Verifying the connection

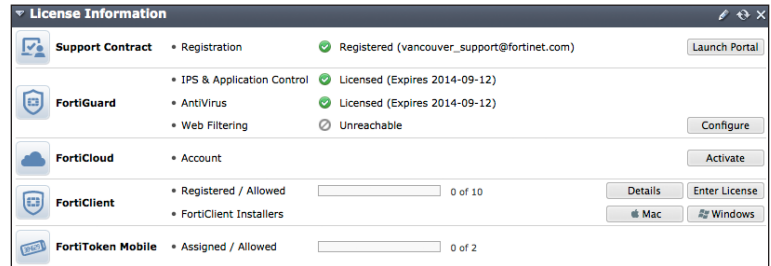
Go to **System > Dashboard > Status** and go to the **License Information** widget.

Any subscribed services should have a , indicating that connections are successful.

A  indicates that the FortiGate unit cannot connect to the FortiGuard network, or that the FortiGate unit is not registered.

A  indicates that the FortiGate unit was able to connect but that a subscription has expired or has not been activated.

You can also view the FortiGuard connection status by going to **System > Config > FortiGuard**.



Support Contract		
Registration	Registered (Login ID: vancouver_support@fortinet.com) [Login Now]	✓
Hardware	8 x 5 support (Expires: 2014-09-12)	✓
Firmware	8 x 5 support (Expires: 2014-09-12)	✓
Enhanced Support	24 x 7 support (Expires: 2014-09-12)	✓
Comprehensive Support	24 x 7 support (Expires: 2014-09-12)	✓
FortiGuard Services		
Next Generation Firewall		
IPS & Application Control	Licensed (Expires 2014-09-12)	✓
IPS Definitions	4.00444 (Updated 2014-03-26 via Manual Update) [Update]	
IPS Engine	3.00038 (Updated 2014-06-11 via Manual Update)	
ATP Services		
AntiVirus	Licensed (Expires 2014-09-12)	✓
AV Definitions	1.00000 (Updated 2012-10-17 via Manual Update) [Update]	
AV Engine	5.00154 (Updated 2014-06-11 via Manual Update)	
Web Filtering	Unreachable	✗
Other Services		
Vulnerability Scan	Licensed (Expires 2014-09-12)	✓
VCM Plugins	1.00366 (Updated 2014-07-09 via Manual Update) [Update]	
Email Filtering	Unreachable	✗
Messaging Services	Unreachable	✗

2. Troubleshooting communication errors

Go to **System > Network > DNS** and ensure that the primary and secondary DNS servers are correct.



In this screenshot the FortiGate has been successfully tested already.

DNS Settings	
<input checked="" type="radio"/> Use FortiGuard Servers	<input type="radio"/> Specify
Primary DNS Server	208.91.112.53
Secondary DNS Server	208.91.112.52
Local Domain Name	
Connected to FortiGuard	✓
Web Filtering Licensed	✓

To test if you are connected to the correct DNS server go to **System > Dashboard > Status** and enter the following command into the **CLI Console**:

```
execute ping guard.fortinet.net
```

If the connection is successful, the **CLI Console** should display a similar output as the example.

```
▼ CLI Console
Connected

FGT60C3G10016011 # execute ping guard.fortinet.net
PING guard.fortinet.net (208.91.112.196): 56 data bytes
64 bytes from 208.91.112.196: icmp_seq=0 ttl=52 time=62.3 ms
64 bytes from 208.91.112.196: icmp_seq=1 ttl=52 time=62.6 ms
64 bytes from 208.91.112.196: icmp_seq=2 ttl=52 time=61.5 ms
64 bytes from 208.91.112.196: icmp_seq=3 ttl=52 time=61.7 ms
64 bytes from 208.91.112.196: icmp_seq=4 ttl=52 time=61.3 ms

--- guard.fortinet.net ping statistics ---
5 packets transmitted, 5 packets received, 0% packet loss
round-trip min/avg/max = 61.3/61.8/62.6 ms
```

To test if the FortiGuard services are reachable, go to **System > Config > FortiGuard**. Under the **Web Filtering and Email Filtering Options** click **Test Availability**. This will indicate which ports are open.

If the FortiGate default port (53) cannot be unblocked, go to **System > Config > FortiGuard**. Under the **Web Filtering and Email Filtering Options** choose **Use Alternate Port (8888)**.



If you are updating using the FortiManager, the FortiGate unit can also use port 80. If further problems occur, you may have to unblock ports using the CLI. See [page 480 of the CLI Reference for FortiOS 5.2](#) for more information.

FortiClient Information

FortiGuard Availability	Reachable	✓
FortiClient Version (Mac)	5.2.0 (Updated 2014-07-15)	
FortiClient Version (Windows)	5.2.0 (Updated 2014-07-15)	

SSL-VPN Package Information

SSL-VPN Package Version	4.0.2292 (Updated 2013-11-01)	
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FortiToken Seed Server

Registration	Reachable (0 Tokens Registered)	✓
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AV & IPS Download Options

Web Filtering and Email Filtering Options

- ☒ Enable webfilter cache TTL: 3600
- ☒ Enable antispam cache TTL: 1800

Port Selection


☐ Use Default Port (53)

☒ Use Alternate Port (8888) (FortiGuard services are reachable via ports 53 and 8888.)

To have a URL's category rating re-evaluated, [please click here](#).


3. Results











Go to **System > Dashboard > Status** and go to the **License Information** widget.

Any subscribed services should have a , indicating that connections have been established and that the licenses have been verified.

License Information

Support Contract	• Registration	✓ Registered (vancouver_support@fortinet.com)	<input type="button" value="Launch Portal"/>
FortiGuard	• IPS & Application Control	✓ Licensed (Expires 2014-09-12)	
	• AntiVirus	✓ Licensed (Expires 2014-09-12)	
	• Web Filtering	✓ Licensed (Expires 2014-09-12)	
FortiCloud	• Account		<input type="button" value="Activate"/>
FortiClient	• Registered / Allowed	<input type="text" value="0 of 10"/>	<input type="button" value="Details"/> <input type="button" value="Enter License"/>
	• FortiClient Installers		<input type="button" value="Mac"/> <input type="button" value="Windows"/>
FortiToken Mobile	• Assigned / Allowed	<input type="text" value="0 of 2"/>	

Go to **System > Config > FortiGuard**. Features and services you are subscribed to should have a  , indicating that connections are successful.

Support Contract		
Registration	Registered (Login ID: vancouver_support@fortinet.com) [Login Now]	
Hardware	8 x 5 support (Expires: 2014-09-12)	
Firmware	8 x 5 support (Expires: 2014-09-12)	
Enhanced Support	24 x 7 support (Expires: 2014-09-12)	
Comprehensive Support	24 x 7 support (Expires: 2014-09-12)	
FortiGuard Services		
Next Generation Firewall		
IPS & Application Control	Licensed (Expires 2014-09-12)	
IPS Definitions	4.00444 (Updated 2014-03-26 <i>via Manual Update</i>) [Update]	
IPS Engine	3.00038 (Updated 2014-06-11 <i>via Manual Update</i>)	
=====		
ATP Services		
AntiVirus	Licensed (Expires 2014-09-12)	
AV Definitions	1.00000 (Updated 2012-10-17 <i>via Manual Update</i>) [Update]	
AV Engine	5.00154 (Updated 2014-06-11 <i>via Manual Update</i>)	
Web Filtering	Licensed (Expires 2014-09-12)	
=====		
Other Services		
Vulnerability Scan	Licensed (Expires 2014-09-12)	
VCM Plugins	1.00366 (Updated 2014-07-09 <i>via Manual Update</i>) [Update]	
Email Filtering	Licensed (Expires 2014-09-12)	
Messaging Services	Licensed (Expires 2014-09-12)	